

Thank you for choosing us to be your Imaging Center, here are some basic guidelines to have the best experience making an appointment with our office.

- Due to the nature of our practice, we can **only** book an appointment if your treating physician sends us an order. We are an imaging center and since we are not treating you for your condition your insurance might not cover our services if you do not have an order.
- When an appointment is made, we need you to provide us with the best and most up to date phone number to reach you, landline, or cellphone, as well as your email so we can have the best possible communication with you moving forward.
- We have a new automated system that will send you a **text message** when the appointment is made, as well as a reminder 24 hrs. before your appointment. Some standard text messages charges may apply depending on your phone carrier package. **Let us know if you prefer to opt-out of this service.**
- Please be sure to bring your **insurance card and photo ID to your appointment**. It is important for us to scan the image of your insurance cards.
- To provide you with the most thorough evaluation it is **required** that you make available any records of prior radiologic imaging done outside of our facility (CT scans, MRI, other ultrasounds). **THIS IS ESPECIALLY IMPORTANT FOR BREAST EXAMS;** Mammography's can reveal facts that can be then compared to our ultrasound. If you do not supply any pre-existing records (when Applicable) prior to your appointment, we **might not be able to see you.**
- Soon we will have available a Patient Portal, where you can access your records, message the office, see information about your appointments, view and pay your bill, hence why we need your most up to date information at all times.
- We know that life happens and if for some reason you are late to your appointment, 10 mins or more, we reserve the right to reschedule you depending on the type of appointment it is and our availability. We will do our best to accommodate but sometimes is not possible. We ask for your understanding

- On the same note, we are living in such busy times that we understand that even with measures in place patients can forget their appointments or plans can change last minute. When you give us some form of notice to reschedule or cancel an appointment with 24+ hours in advance this gives us the opportunity to serve another patient. **If you do not give us notice of any kind of notice you could be subject to missed appointments fee of \$50.**